

**MICHIGAN STATE PLAN ON AGING 2014-2016**  
**STATE PLAN GOALS, ISSUE AREAS, AND OBJECTIVES**  
**FY 2015 ANNUAL UPDATE (Revised 11-13-2014)**

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**Goal I – Recognize and celebrate the cultural, economic, and social contributions of older adults, and create opportunities for engagement in their communities.**

*Issue Areas*

- A. Engagement after Age 60
- B. Understanding the Positives of Aging

**Goal II – Ensure that an array of community-based long-term services and supports that promote independence and choice are available to older adults.**

*Issue Areas*

- A. No Wrong Door
- B. Person-Centered Planning and Cultural Competence
- C. Congregate and Home-Delivered Meals
- D. Long-Term Services and Supports Workforce

**Goal III – Provide a variety of opportunities for older adults to enhance their physical and mental well-being, using evidence-based practices and other innovative programs.**

*Issue Areas*

- A. Evidence-Based Disease Prevention
- B. Senior Center Database
- C. Mental Health and Aging

**Goal IV – Support elder rights through advocacy, information, training, and services.**

*Issue Areas*

- A. Elder Abuse Awareness and Prevention
- B. State Long-Term Care Ombudsman

**Goal V – Develop and enhance public/private partnerships to better serve older adults.**

*Issue Areas*

- A. Partnership Development
- B. Lesbian, Gay, Bisexual, and Transgender-Friendly Services
- C. Veteran Access to Benefits and Services
- D. American Indian Elders

**Goal VI – Employ continuous quality improvement and innovation to accommodate the changing needs of older adults.**

*Issue Areas*

- A. Area Agency on Aging Oversight
- B. Technology
- C. Profile of Participants and Services

## STATE PLAN GOAL I

Recognize and celebrate the cultural, economic, and social contributions of older adults, and create opportunities for engagement in their communities.

### *Issue Area I-A Engagement after Age 60*

#### *Objectives*

Conduct program development activities to:

- Connect older adults to unsubsidized employment/second career opportunities.
- Working with strategic partners, harness the wealth of time, energy, and talent of older adults in efforts to connect them to meaningful volunteer opportunities.

#### *Strategies*

- a. Review retirement and volunteerism research for best practices in other states and countries.
- b. Partner with the Michigan Community Service Commission, the state's leading agency for volunteering and community services, on a broadened older adult-specific program.
- c. Partner with miTalent.org, a website designed to connect potential employees and employers, to focus on older adults.
- d. Find employers who recruit and hire older adults to learn about best practices.
- e. Work with alumni associations affiliated with community colleges, universities, and colleges to engage retired alumni in providing educational opportunities for older adults.

#### *Outcomes and Performance Measures*

- a. New partnerships with organizations to explore best practices, funding opportunities, and targeted efforts to recruit and connect workers and volunteers.
- b. Increased opportunities for older adults to use their skills and knowledge gained through employment and volunteerism.

### *Issue Area I-B Understanding the Positives of Aging*

#### *Objectives*

- Promote a positive image of older adults to combat the negative view of aging prevalent in today's society.
- Recognize the lifelong and continuing contributions of older adults to Michigan's culture, economy, and community life.
- Celebrate the many benefits of growing older.

#### *Strategies*

- a. Research and examine successful media campaigns in reversing negative imaging.
- b. Develop, implement, and evaluate a positive aging campaign.
- c. Support the State Advisory Council in their recommendation to the Commission on Services to the Aging to design/promote a positive aging campaign.

#### *Outcomes and Performance Measures*

- a. A positive aging campaign is promoted statewide.
- b. Integration of positive aging into future program and policy development.
- c. Host a Senior Citizen of the Year award program; participate in the Governor's award program celebrating exemplary accomplishments by older adults.

## STATE PLAN GOAL II

Ensure that an array of community-based long-term services and supports that promote independence and choice are available to older adults.

### ***Issue Area II-A***

#### ***No Wrong Door***

##### ***Objective***

Strengthen coordination between the aging/disability networks to redefine how long-term services and supports (LTSS) are accessed.

##### ***Strategies***

- a. Expand partnerships with current disability partners.
- b. Strengthen intergovernmental relationships to address gaps and/or overlap in LTSS.
- c. Provide oversight and support for local partnerships to enhance ADRC development.
- d. With state departments, develop data management programs to support a streamlined application process for public benefits.

##### ***Outcomes and Performance Measures***

- a. A state level plan for streamlining how state services are accessed.
- b. Ongoing communication with the ADRC Advisory Council to support program growth.
- c. Public awareness and increased access/use of services provided by ADRCs.
- d. Launch statewide website, partner organization database, and geo-routed 1-800 number.

### ***Issue Area II-B***

#### ***Person-Centered Planning (PCP) and Cultural Competence***

##### ***Objective 1***

Person-centered planning is a foundational element across the LTSS spectrum.

##### ***Strategies***

- a. Current training on PCP will be ongoing for staff of the aging and disability networks.
- b. Build support for adoption of PCP across the LTSS spectrum.
- c. Develop Michigan-specific quality measures and person-centered performance incentives for nursing homes in the state.

##### ***Outcomes and Performance Measures***

- a. PCP training is available online; program availability is promoted.
- b. Increase in number of persons successfully completing PCP training.
- c. LTSS partner's support of PCP is garnered through the LEAN process spearheaded by OSA in the newly-acquired "No Wrong Door" federal grant.
- d. Quality measures and person-centered performance incentives are adopted.

##### ***Objective 2***

Standards of cultural competency and honoring diversity are reflected in policy, practice, outreach, and training/education.

##### ***Strategies***

- a. Review internal practices for barriers to inclusion of diverse populations; revise as necessary.

- b. Through OSA's Cultural Competence Committee, continue the educational process for staff, moving from awareness training to emphasis on policy development and evaluation strategies; develop strategies for working with area agencies on aging to ensure services are delivered in a culturally competent way; implement strategies.
- c. Ensure OSA's outreach, marketing, and informational materials reflect diverse images.
- d. Partner with statewide organizations to learn more about diverse populations and share OSA resources. This includes the LGBT, disability, American Indian, and refugee communities, communities with limited English proficiency, and other traditionally underserved populations.

#### *Outcomes and Performance Measures*

- a. Internal policies and practices are inclusive of diverse perspectives.
- b. Marketing/outreach activities reach traditionally underserved populations.
- c. Increase in the kinds of diversity trainings available.
- d. Assess AAA progress toward cultural competence.

<b><i>Issue Area II-C</i></b> <b><i>Congregate and Home-Delivered Meals</i></b>
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#### *Objective*

Update the dining experience for older adults; encourage creative and flexible management practices in the nutrition program to meet changing lifestyles and preferences.

#### *Strategies*

- a. Explore partnership opportunities for potential cost savings and efficiencies while retaining high quality nutrition services.
- b. Explore new partnerships for cultural and ethnic dining sites and home-delivered meals.
- c. Allow participants to move between congregate and home-delivered programs as needed and desired.
- d. Partner with local food producers to use fresh-from-the-farm foods for "scratch" cooking to encourage healthier eating habits.
- e. Encourage local partners that work with ethnic, cultural, and minority groups to expand the number of culturally-appropriate meal sites.
- f. Expand food choices (salad bars, vegetarian, allergen-free, additional meal choices).
- g. Add additional food service venues, including restaurants and other food service establishments, group activity locations (taking a sack meal on a field trip), and other locations where older adults congregate.
- h. Increase program flexibility to include expanded hours and meal options, such as being able to take a second meal home.
- i. Increase availability of shared resources through technology with a statewide web-based resource center to share menus, recipes, host a listserv, and house other information.

#### *Outcome and Performance Measures*

- a. Increase in the number of culturally sensitive/ethnic meal sites and alternative programs, such as restaurant voucher programs.
- b. Increase in the number of participants in the 60 to 64 age group.
- c. Development of a web-based resource center for nutrition programs.

**Issue Area II-D**  
**Long-Term Services and Supports (LTSS) Workforce**

**Objective**

Work toward securing and maintaining a competent, dedicated direct care workforce that provides in-home services and supports.

**Strategies**

- a. Partner with the Department of Community Health/Medical Services Administration to develop strategies for retention of direct care workers.
- b. Promote use of the “Building Training...Building Quality” (BTBQ) training program with BTBQ partners and the aging network.
- c. Explore using the BTBQ curricula for certifying Personal Care Aides.

**Outcomes/Performance Measures**

- a. Best practice strategies for retaining direct care workers are developed.
- b. Building Training...Building Quality curricula model is available for dissemination and distribution.

**STATE PLAN GOAL III**

**Provide a variety of opportunities for older adults to enhance their physical and mental well-being, using evidence-based practices and other innovative programs.**

**Issue Area III-A**  
**Evidence-Based Disease Prevention (EBDP)**

**Objective**

Make EBDP programs easily accessible.

**Strategies**

- a. Build an integrated, sustainable service system statewide by:
  - Integrating EBDP programs into core services through use of Title III-D funding.
  - Together with the Department of Community Health/Chronic Disease Division, build an integrated, sustainable EBDP service system.
- b. Expand the scope and reach of EBDP programs to underserved and diverse populations, including older adults, veterans, caregivers, American Indians, Hispanics, people with low incomes, persons with disabilities, those residing in medically-underserved areas, and the unemployed.
- c. Provide at least one training conference/workshop per year that centers on new programs, updating current skills, and other technical assistance for EBDP providers.

**Outcomes and Performance Measures**

- a. EBDP programs are offered in all 83 counties.
- b. A web portal is available for information and registration for EBDP programs.
- c. All AAA partners/vendors include EBDP materials in Information & Assistance (I&A) services.

**Issue Area III-B**  
**Senior Center Database**

**Objective**

Create an online senior center database to provide easier access to information about services, activities, and programs that may reduce social isolation, increase choices, and provide culturally and socially-appropriate venues for older adults to connect to others.

**Strategies**

- a. Craft a definition of “senior center” and explore marketing information on how to attract younger older adults; develop suggested user-friendly language and information for the database.
- b. Design a database to be searchable on the web and that can accommodate EBDP workshop registration; link database to OSA and ADRC websites.
- c. Educate service providers on the availability of website information.
- d. Explore potential for older adults to register with senior centers for the purpose of emergency preparedness; explore using senior centers as sites to provide assistance and refuge when emergencies occur.

**Outcome and Performance Measures**

- a. Number of entries in database; increased use of online sites.
- b. Survey senior centers to determine availability and diversity of services offered.
- c. Senior centers designated as emergency sites; increase number designated over time.

**Issue Area III-C**  
**Mental Health and Aging**

**Objective 1**

Establish a partnership between the Behavioral Health and Developmental Disabilities Administration (BHDDA) and OSA to address unmet mental health needs of older adults.

**Strategies**

- a. OSA and BHDDA will design joint strategies to address the needs of older adults with serious mental illnesses.
- b. Participate in the statewide Mental Health and Aging conference held annually to promote up-to-date research and best practices in the field.

**Outcomes and Performance Measures**

- a. Plans exist to address the needs of older adults with serious mental illness and developmental disabilities.
- b. A statewide Mental Health and Aging conference is held, co-sponsored by a coalition of organizations, including OSA.

**Objective 2**

Expand the availability of dementia-related programs and services.

**Strategies**

- a. Coordinate with the MDCH/MSA to gain inclusion of the Creating Confident Caregiver ® Program (CCC®) as a HCBS waiver-funded service with its own service code.
- b. Introduce CCC® and/or Savvy Caregiver training to a variety of organizations interested in dementia and caregiving.
- c. Strengthen OSA’s partnership with the Michigan Chapters of the Alzheimer’s Association to promote dementia-related services within the aging network.

*Outcomes and Performance Measures*

- a. Number of new organizations introduced to evidence-based dementia-related training.
- b. Increase in the number of joint activities with the state Alzheimer's Association.

## **STATE PLAN GOAL IV**

**Support elder rights through advocacy, information, training, and services.**

### ***Issue Area IV-A***

#### ***Elder Abuse Awareness and Prevention***

***Objective***

Improve coordination of vulnerable adult protection initiatives.

***Strategies***

- a. Convene a state coalition to analyze current service delivery systems; make recommendations for improving coordination.
- b. Revise OSA elder abuse service definitions/standards and explore development of a statewide elder abuse reporting system.
- c. Design a public awareness effort highlighting recent elder abuse prevention legislation, as well as legal and elder rights issues.
- d. Provide technical assistance and guidance for community adoption of the state model investigative protocol (Public Act 175 of 2012; MCL 400.11a).
- e. Work with elder rights/elder abuse prevention partners to develop training curricula for health providers to identify potential abuse and financial exploitation, and increase understanding and utilization of abuse reporting protocols.

*Outcomes and Performance Measures*

- a. Current OSA elder abuse service definitions/minimum operating standards are revised to reflect new legislation and current elder abuse prevention methods and practices.
- b. Public awareness strategy is designed and implemented.
- c. There is increased access to legal services.

### ***Issue Area IV-B***

#### ***State Long-Term Care Ombudsman (LTCO)***

***Objective***

Improve the quality of life and quality of care of individuals living in Michigan's licensed long-term care facilities through a statewide, unified, independent LTCO program.

***Strategies***

- a. Provide direct advocacy services to individuals expressing a question, concern, or complaint with their long-term services and supports.
- b. Develop a uniform training and certification process for all LTCO volunteers.
- c. Develop a plan to reconfigure the LTCO to create a more unified and independent program.
- d. Provide outreach and information about LTCO services to people using LTSS.
- e. Participate in legislative and administrative-level advocacy to better serve people using LTSS.

*Outcomes and Performance Measures*

- a. All LTCO staff is trained using the standard Michigan LTCO curriculum.
- b. Services are provided by certified LTCO staff only.

- c. Volunteer training and certification policy is adopted, and all LTCO volunteers are certified.
- d. Existence of a plan to reconfigure the program.
- e. Respond to legislation affecting people using LTSS, as needed.
- f. Promote public policies that benefit long-term people using LTSS.
- g. Ensure that continuing education is available annually to all LTCO staff.
- h. Use a data system compatible with federal reporting requirements; monitor data quarterly to identify trends or problems.
- i. Evaluate program effectiveness by using state and local versions of the national Long-Term Care Ombudsman program effectiveness tools.

## **STATE PLAN GOAL V**

**Develop and enhance public/private partnerships to better serve older adults.**

<b><i>Issue Area V-A Partnership Development</i></b>
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*Objective*

Develop a more robust partner network to strengthen opportunities for older adults.

*Strategies*

- a. Strengthen interdepartmental relationships within state government.
- b. Engage with foundations and connect them to aging-related programs.
- c. Seek out and develop ongoing relationships with new organizations and corporations that have interests in aging issues/initiatives.
- d. Strengthen involvement with local communities in age-friendly initiatives, including a focus on livable communities, access to services, and local financial support.

*Outcomes and Performance Measures*

- a. Increased coordination and reduction of redundancy in aging programs across state departments and agencies.
- b. Increase in number of communities becoming involved in the Communities for a Lifetime program and similar initiatives.
- c. New partnerships.

<b><i>Issue Area V-B Lesbian, Gay, Bisexual, and Transgender (LGBT)-Friendly Services</i></b>
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*Objective*

Improve access to LGBT-friendly long-term services and supports.

*Strategies*

- a. Develop partnerships with local, state, and national LGBT organizations to:
  - Better understand the LGBT culture;
  - Identify best practices and methods to develop LGBT-friendly service provision; and
  - Assist in information and outreach to the LGBT community.
- b. Identify available training resources and disseminate to the aging network.

*Outcomes and Performance Measures*

- a. OSA serves as an information resource on LGBT issues.
- b. Connect the aging network to LGBT training and other available resources.



<b>Issue Area V-C</b> <b>Veteran Access to Benefits and Services</b>
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*Objective*

Increase awareness among veterans about aging network programs and access to services.

*Strategies*

- a. Develop a relationship with the newly-created Michigan Veterans Affairs Agency housed within the Michigan Department of Military and Veterans Affairs.
- b. Develop veteran benefits expertise within MMAP to increase veteran access to benefits and programs.
- c. Revise assessment, NAPIS, and other OSA-sponsored program data collection efforts and instruments to include asking and recording whether a person seeking /receiving services and supports is a veteran.

*Outcomes and Performance Measures*

- a. Veterans receiving services and supports are reported.
- b. MMAP counselors are adequately trained in veteran's programs.

<b>Issue Area V-D</b> <b>American Indian Elders</b>
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*Objective*

American Indians, both those connected with recognized tribes and those who belong to independent organizations, are included in outreach and partnership opportunities.

*Strategies*

- a. Maintain a visible presence in the State Liaison and Tribal Leaders Summits in order to coordinate Title VI services with Title III and other federally-funded services.
- b. Designate a representative to respond to inquiries about services to older adults from American Indian organizations.
- c. Reach out to American Indians for input into policies and new ways to create partnerships.
- d. Encourage potential coordination opportunities between American Indian tribes/groups and the aging network.

*Outcomes and Performance Measures*

- a. Tribal summits attended by OSA.
- b. Outreach to the American Indian elder population by the aging network is encouraged.
- c. Track and monitor American Indian elders served by the aging network.

## STATE PLAN GOAL VI

**Employ continuous quality improvement and innovation to accommodate the changing needs of older adults.**

<b>Issue Area VI-A</b> <b>Area Agency on Aging (AAA) Oversight</b>
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*Objective*

Monitor performance of AAAs awarded funds under the Older Americans Act and by the Michigan Legislature.

*Strategies*

- a. Monitor compliance with OSA operating standards for AAAs, OSA operating standards for service programs, and other state or federal mandates, requirements or policies.

- b. Provide financial and program technical assistance, support, and oversight of all AAAs.

*Outcomes and Performance Measures*

- a. Area plans are approved by the Michigan Commission on Services to the Aging.
- b. Formal financial and performance assessments are conducted.
- c. Program and audit reports are reviewed.
- d. On-site monitoring of AAA governance is conducted; technical assistance is provided.

<p style="text-align: center;"><b><i>Issue Area IV-B</i></b> <b><i>Technology</i></b></p>
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*Objective*

OSA will continue to develop and enhance its internet-based Aging Information System (AIS) to provide secure information systems, and support informed decision-making and effective service delivery.

*Strategies*

- a. Ensure comprehensive reporting on participants/services at state, AAA, and local levels.
- b. Develop a comprehensive profile of participants and services to help program planners ensure that services are participant-driven and provide maximum flexibility.
- c. Integrate analysis and reporting of financial and program data.

*Outcomes and Performance Measures*

- a. Annual NAPIS report is developed.
- b. Annual AAA data quality review analysis is developed for AAA assessments.
- c. Technical assistance and data review with grantee agencies takes place.
- d. Technology is upgraded to automate and streamline oversight functions (FIRST software for one-stop financial reporting).

<p style="text-align: center;"><b><i>Issue Area VI-C</i></b> <b><i>Profile of Participants and Services</i></b></p>
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*Objective*

Develop a comprehensive understanding of program participants and services to support development and coordination of a comprehensive and seamless array of LTSS.

*Strategies*

- a. Develop and enhance data reporting systems to capture more precise data.
- b. Conduct ongoing analysis and reporting of program and service data.
- c. Include service array requirements in AAA multi-year and annual implementation plans (MYP/AIP); review service array options as part of MYP/AIP reviews
- d. Review data trends, program participant profiles, and longitudinal data.

*Outcomes and Performance Measures*

- a. Ongoing review of program and service reports and data (NAPIS, VIS, FIRST).
- b. Develop detailed data reports and analysis (annual NAPIS report).